

Nihon Kohden Launches Industry's Most Comprehensive Service Program for Patient Monitoring

Performance CareSM Offers Award-Winning Customer Support,
5-Year Warranties, Free Software Upgrades and Updates

IRVINE, Calif. – March 11, 2019 – Nihon Kohden, a U.S. market leader in precision medical products and services, today announced the launch of Performance Care, its comprehensive service and support program that is available to all patient monitoring customers. Building on its industry-leading service program, Performance Care offers two levels of care with additional services available upon request.

“Everything we do is designed to help hospitals spend more time focusing on patient care and less time worrying about their monitoring systems,” said Scott Silcock, vice president of operations and service excellence for Nihon Kohden America. “Because of this, we looked at every pain point that hospitals typically experience with technology, and developed Performance Care to minimize disruptions to workflow and patient care that can come with normal maintenance and upkeep of these vital systems.”

Standard Performance Care protection, which is included in the purchase of every Nihon Kohden Patient Monitoring System, offers 24/7 technical, clinical, and IT support, consigned spare equipment and overnight loaners while repairs take place, and remote access diagnosis and repair of gateway applications. The program also offers unprecedented free software upgrades and updates for the life of the product, five-year warranties on most systems, and tuition-free training for staff while the products are under warranty.

For hospitals that need additional protection, Nihon Kohden has developed Performance Care Protection Plus, which offers three different options that hospitals can purchase separately. Additional service offerings include extended warranties, on-site technical services, and damage protection, which cover the products beyond the standard warranty. Hospitals that have other needs can reach out to Nihon Kohden to discuss individual service quotes, such as software updating services, equipment refresh bundle and network enterprise upgrades.

Performance Care is available now for all Nihon Kohden patient monitoring customers.

About Nihon Kohden Corporation

Founded in Japan in 1951, Nihon Kohden is a leading manufacturer, developer and distributor of medical electronic equipment, with subsidiaries in the U.S., Europe and Asia. The company's products are now used in more than 120 countries, and it is the largest supplier of electroencephalography products worldwide. A pioneer in transformational healthcare technology, Nihon Kohden has envisioned, designed and produced revolutionary devices, such as pulse oximeters, arrhythmia analysis, low-invasive blood volume monitoring and wireless patient monitoring. In the U.S., the company is a trusted source for patient monitoring, sleep assessment, neurology and cardiology instrumentation solutions, and has been rated No. 1 in patient monitoring or telemetry for more than 10 consecutive years (MD Buyline). For more information, visit us.nihonkohden.com.

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